Customer Service Application Toolbox User Manual

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1 Introduction

1.1 Abbreviations and Terminologies

1.1.1 Abbreviations

CODE - Common Operating Desktop Environment

TIO - Test and Integration Office

FSE - Field Service Engineer

1.1.2 Terminologies

- Note

- Important

- Alert

Fabric Application – Unscripted Application released directly by Business Unit to field by any means (eg. web site).

(Un)Install – Install / Uninstall

1.2 Objective

The objective of this document is to list various features available in the Customer Service Application Toolbox. This document explains process of installing application using the Toolbox Installer CD.

1.3 System Requirements

The Toolbox has been tested on Dell D600, D610 & D620 laptops installed with Windows XP Image released by Zeppelin. Zeppelin approved hardware and OS configurations may be found at http://pww.zeppelin.philips.com.

2 Toolbox Installation Procedure

2.1 Introduction

The Toolbox Installer is used to install the applications. The following features are provided by the "Customer Service Application Toolbox" installer:

1. Admin Patch: Some applications require Local Administrator rights for installation. Since some users may not have local administrator rights, the Admin patch allows the applications to be installed even when logged in with user rights.
2. Zepcom: This feature helps the user to check the Zeppelin compliancy of the laptop. This also displays a report and updates a central database that helps Zeppelin to provide better service to the end user. Please note that no personnel information is retrieved from the database.
3. Application Installer: The primary goal of a Toolbox installer is to provide a convenient method to manage the (un)installation of applications.

For ease of use, the applications displayed in the Toolbox Installer Screen are grouped into the PMS – Field Service Basic Applications and Extended Application.

2.2 Uninstalling Fabric Application

To uninstall fabric application, please follow the steps below :

1. Goto Start -> Control Panel.
2. Double click on "Add Remove Programs". Here you will find all the applications installed.
3. Please select the application you want to un-install and click on the Remove / Change button.

Applications that have been installed using Toolbox Installer shouldn't be un-installed from "Add/Remove Programs". Please use Toolbox to un-install these applications.

Please note the following applications are referred by different names in the Toolbox and in Add Remove Program.

Sl. No.	Name as in Toolbox	Name as in "Add Remove Programs"
01	Hardware Key driver	Sentinel System Driver
02	Security Toolbox	PMSSec Security Toolbox
04	IST	Philips IST x.x.x.xxxx

"Cardman API" is listed in the Control Panel as "SafeGuard Smart Card Provider". "SafeGuard Smart Card Provider" is the latest version of "Cardman API".

2.3 Cardman USB

2.3.1 Cardman USB 6020 – Version Detection and Installation

To check, the version of Cardman USB 6020 that is already installed in your machine and to install the latest version, please perform the following steps.

- Open Explorer and browse the Toolbox CD. Goto the “Cardman_USB” directory. You will find **DetectCardmanUSB.exe** file**.**
- Execute the “DetectCardmanUSB.exe” by double clicking on it and follow the onscreen instructions to install / migrate to the new version of Cardman USB (3.7.3.12).

2.3.2 Cardman USB 6121 – Installation

Omnikey has released new USB dongle, which is 6121. This requires a new driver, which is available in the toolbox.

Installation preparation:

- If Cardman API is installed, please un-install this using the uninst.exe (if it was scripted by Zeppelin) or from “Add Remove Programs” (if fabric application was installed) and restart the system.
- If you are replacing your Cardman 6020 Key with Cardman 6121 Key, then Uninstall the Cardman 6020 driver and restart the system.
- Now browse the toolbox CD and goto Cardman_USB -> Cardman_USB_6121_11032 -> wxpw2k_ze_10 directory and double click on install.exe. This will install the 6121 driver. After this, you must restart the system.
- Incase the Cardman API was un-installed (as in first step), install the latest version of SGSCP by running the toolbox.
- Insert the Dongle in the USB port and open “Safeguard SmartCard Provider” from the “Control Panel”. Select Cardman 6121 and assign device A.

This driver is not an upgrade for 6020 version. This driver is for the new 6121 dongle.

Cardman USB 6121 and Cardman USB 6020 both can co-exist. Every time the user needs to use a different Cardman USB, the user has to select the same from the Control Panel → “Safeguard Smartcard Provider” icon. Please refer to the FAQ section for more details.

If SGSCP is already installed, please uninstall and reinstall it. Else the dongle may not be recognized.

2.4 Using Customer Service Application Toolbox

To install Toolbox Applications, insert the Toolbox CD in the CD tray.

The following Toolbox Menu will be displayed.

If the menu doesn't run automatically, browse to CD directory, and double-click on - StartToolboxInstaller.EXE

The menu will open, showing the various options the user can select. The following are the Menu Options :

User Manual
Application Information
Install Applications
Install Admin Patch
Zeppelin Compliance Test

2.4.1 User Manual

The “User Manual” (this Document) explains about the various features available in the Customer Service Application Toolbox.

2.4.2 Application Information

The “Application Information” opens an HTML file, which lists the applications that are contained in the CD. Each of the application is provided with a hyperlink, which will open the Readme file of that application.

Important Points to Note before actually running the Customer Service Application Toolbox Installer are also displayed.

2.4.3 Install Applications

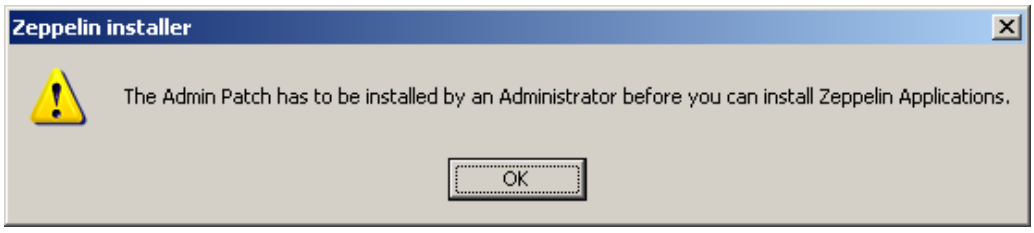
To (un)install applications click on “Install Applications”.

The Toolbox Installer involves the following steps.

Step 1	**Toolbox Introduction Screen**
Step 2	**Scanning for the Installed Applications**
Step 3	**Original / Incompatible Applications Display (Optional)**
Step 4	**Selection of Applications for Installation / Uninstallation**
Step 5	**Installation Sequence**
Step 6	**Installation Progress Screen**
Step 7	**Final status Screen**

If the FSE has only user rights on the laptop and the admin patch is not installed, the user should contact the administrator to install the admin patch. For details refer section 2.3.4

If the user doesn’t have admin rights, the installer quits after displaying the following message.


Zeppelin installer
The Admin Patch has to be installed by an Administrator before you can install Zeppelin Applications.
OK

If the user has admin patch installed or the user is an administrator, the user will not be prompted for admin patch installation. Toolbox Installer will continue loading.

2.4.3.1 Step 1: Toolbox Introduction Screen

This screen will have a brief description about the Toolbox Installer.

Customer Service Application Toolbox :: Introduction
Customer Service Application Toolbox
Field Service Platform
Global Customer Services
Zeppelin Progam
Welcome to :
Customer Service Application Toolbox Wizard.
Release Q1 2007
This Wizard will help you to detect, Install and
Uninstall applications in a step-by-step process.
Refer to the user manual for any help.
Toolbox has detected "Windows XP" Operating
System on your system. If this is Not Correct,
please mail us at gcs.helpdesk@philips.com
Press "Next" to scan your system for already installed applications
Customer Service Application Toolbox
Next >
Exit

Click 'Next' to proceed with the installation. The 'Next' button can also be pressed by using the Shortcut Key – (Alt + N).

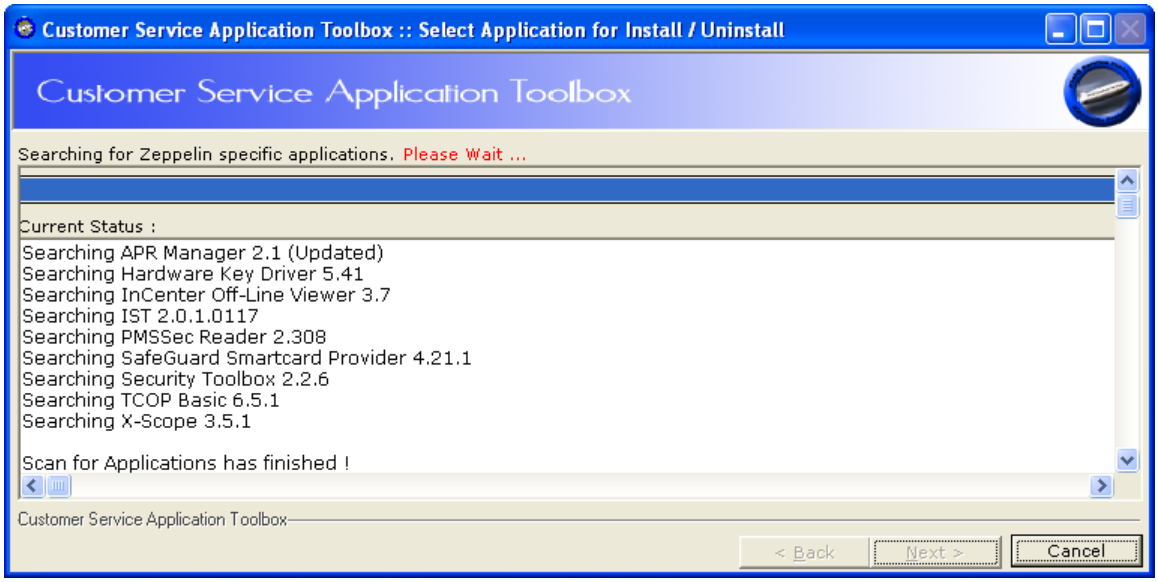
☞ **This screen also displays the Operating System it has detected. If the displayed information is not correct, the user is requested to check with the local IT department.**

If the detected Operating system is neither Windows 2000 nor Windows XP, the following screen is displayed.

Customer Service Application Toolbox Installer - Release Q1 2007
This Toolbox supports only Windows XP.
Please contact your Local IT for installation.
OK

2.4.3.2 Step 2: Scanning for the Installed Applications

The Toolbox Installer scans the machine for the installed Zeppelin Applications.


Customer Service Application Toolbox :: Select Application for Install / Uninstall
Customer Service Application Toolbox
Searching for Zeppelin specific applications. Please Wait ...
Current Status :
Searching APR Manager 2.1 (Updated)
Searching Hardware Key Driver 5.41
Searching InCenter Off-Line Viewer 3.7
Searching IST 2.0.1.0117
Searching PMSSec Reader 2.308
Searching SafeGuard Smartcard Provider 4.21.1
Searching Security Toolbox 2.2.6
Searching TCOP Basic 6.5.1
Searching X-Scope 3.5.1
Scan for Applications has finished !
Customer Service Application Toolbox
< Back
Next >
Cancel

In this screen, Toolbox scans for any Fabric or Incompatible Application installed.

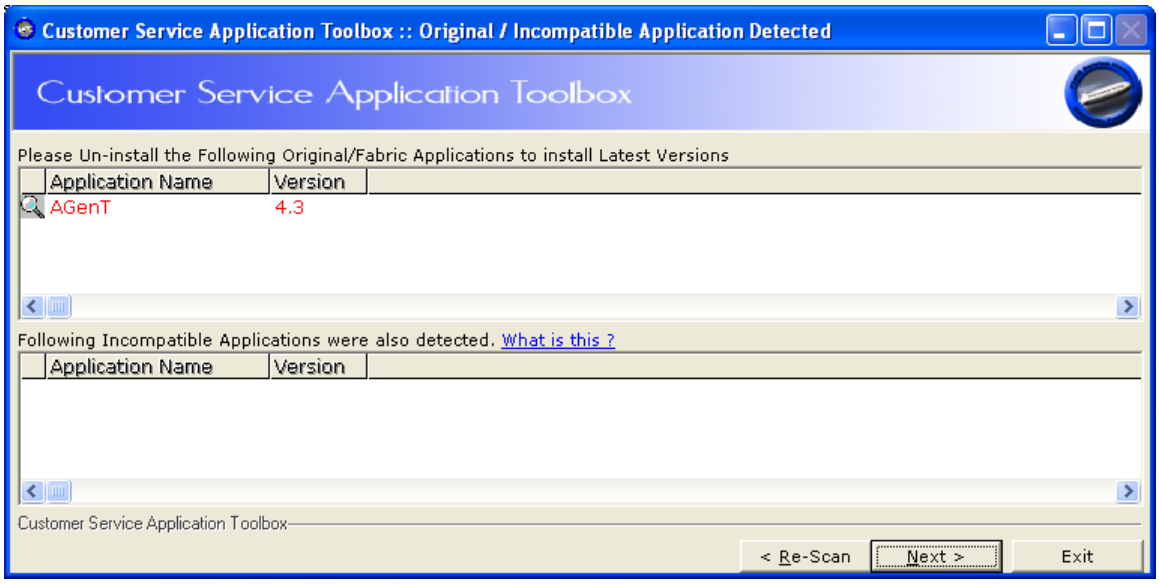
Fabric applications are Zeppelin Applications that are installed using its original source or using Customer CS CD ROM.

Incompatible applications: Some applications are Operating System specific. If any of the installed applications are not compatible with the installed OS, it is displayed in the next screen.

The scan may take some time to complete. This is a mandatory step to proceed with the Toolbox installer. The installer process will exit if the user chooses to cancel.

2.4.3.3 Step 3: Original / Incompatible Applications Display (Optional)

The lists of Fabric and / or Incompatible applications are listed in this screen.



The user will have to first manually uninstall the Fabric applications, if he wants to install the scripted versions from the Toolbox. However, this will not stop the user from using the toolbox for the (Un)Installation of the other applications.

The Incompatible applications need not be remove if they are working properly. To install a compatible version of the same application, the user should first uninstall it using Toolbox and then run the Toolbox again and select the same application for installation.

All the Fabric applications listed above have to be uninstalled using the Windows Add/Remove Programs or by other means. After the uninstallation, the machine has to be Re-Scanned to confirm that the applications are uninstalled.

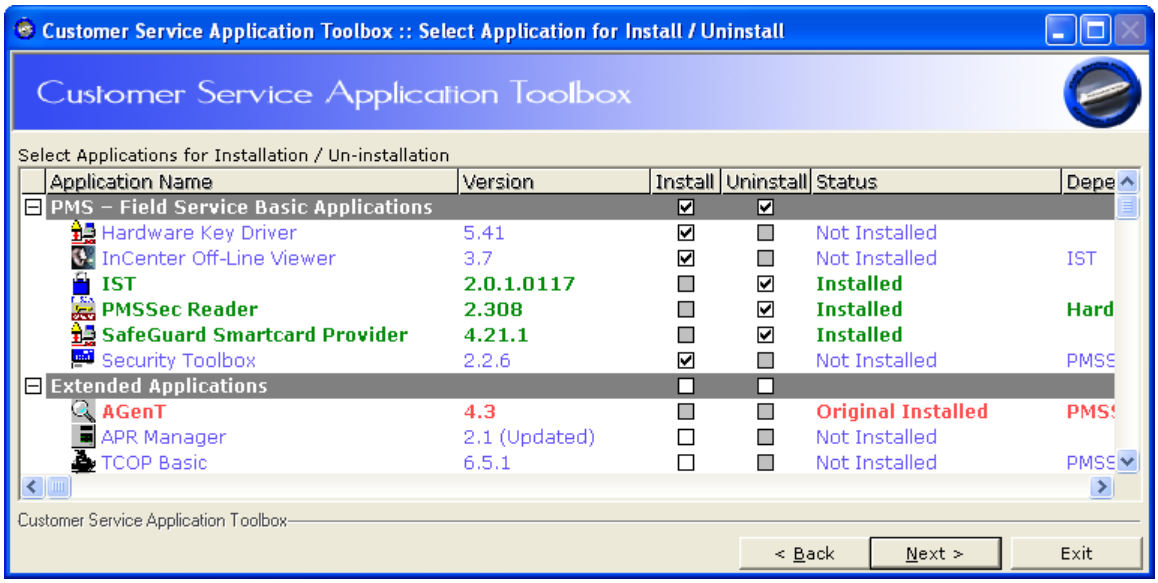
If there is no Fabric or Incompatible application installed then this screen is automatically skipped.

If any application was uninstalled, Re-Scan shall be used to get the present status of the installed Zeppelin application.

The 'Re-Scan' can also be called by using the Shortcut Key – (Alt + R)

2.4.3.4 Step 4: Selection of Applications for Installation / Uninstallation)

This screen displays the Zeppelin Applications in this release. The users will be able to select the applications for Installation or Uninstallation.



The following details are shown in this screen –

Application Name

Application Version

Install / Uninstall Checkboxes

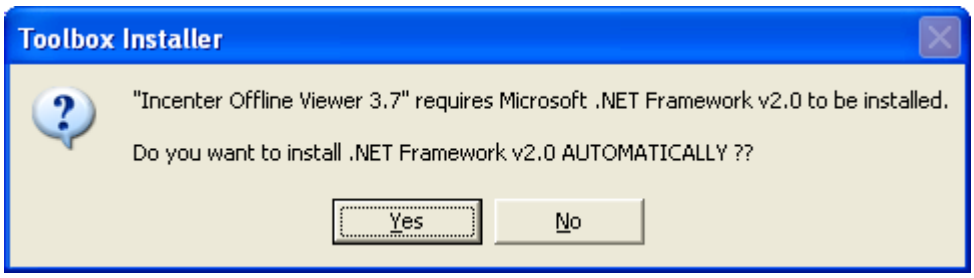
Current Status

Dependency

The applications are listed under Field Service Basic Application and Extended Application groups. To display the applications under a particular group, expand the list by clicking on the '**+**' icon next to the Group name. By clicking on the '**-**' icon next to the Group name, the application list can be collapsed. By default only "PMS-Field Service Basic Applications" will be expanded and "Extended applications" will be collapsed.

Earlier versions of an application, if any, can be viewed by clicking on the '**+**' icon shown next to the application name. This can be hidden again by clicking on the '-' icon next to the name of the application.

InCenter Offline Viewer 3.7 included in the Toolbox need .NET Framework 2.0 (and WindowsInstaller3.0 or above) to be installed as a prerequisite. If this application is selected and the .NET Framework 2.0 is not already installed, the following prompt is displayed.


Toolbox Installer
"Incenter Offline Viewer 3.7" requires Microsoft .NET Framework v2.0 to be installed.
Do you want to install .NET Framework v2.0 AUTOMATICALLY ??
Yes
No

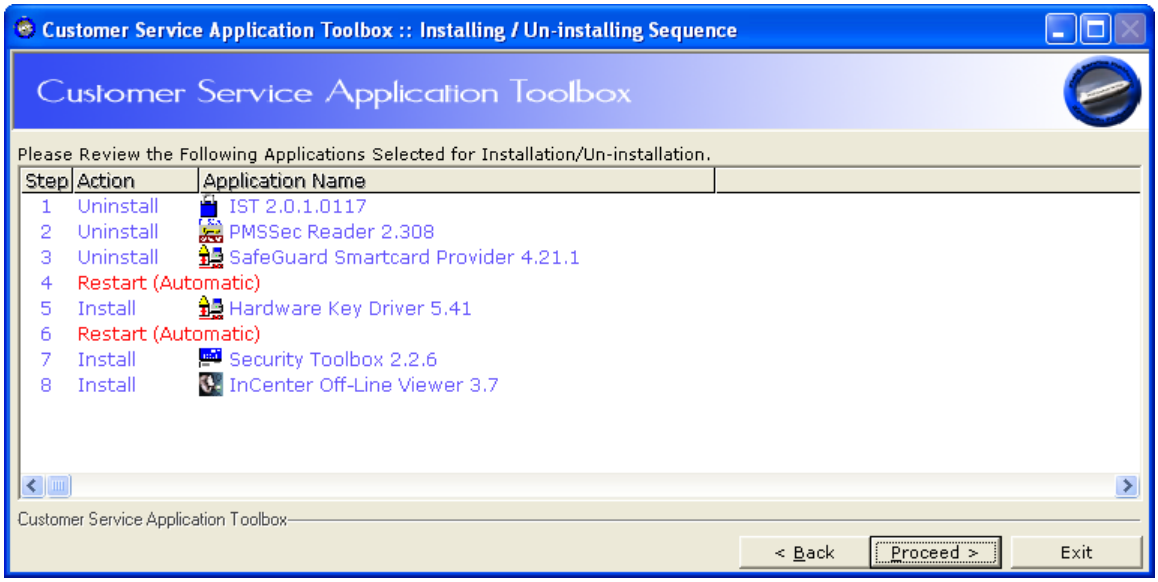
Selecting “Yes” will allow the Toolbox to proceed with installing .NET Framework automatically into the local system. Otherwise, the user has to choose “No” and uncheck the application to proceed further.

The list of detected Fabric/Incompatible applications can be re-visited by clicking the back button.

Quick Guide to understand Installed and Uninstalled applications in Toolbox Installer :

	Condition	CheckBox Status	Text Display Status
App Not Having Old Version			
	If **scripted Application** is installed	Only Uninstall Checkbox will be enabled	The application will be displayed with Green Bold text
	If **Fabric Application** is installed	None of the Check boxes will be enabled	The application will be displayed with Red Bold text
	If the Application is **not installed**	Only Install Checkbox will be enabled	The application will be displayed with Blue Normal text
App Having Old Version			
	If **older version** is installed Using Scripted App	Uninstall Checkbox for Older version is enabled. Install Checkbox for New application is enabled.	Older version will be displayed with Green with Bold Text. New application will be displayed with Blue Normal text.
	If **older version** is installed Using Fabric App	None of the Checkboxes for both the Old and New Version of the Applications will be enabled.	Older version will be displayed with Red and Bold Text. New application will be displayed with Red Normal text.
	If **New Application** is installed using Scripted App	None of the Checkboxes for the Older version will be enabled. Only Uninstall Checkbox for New Application will be enabled.	Older version will be displayed with Blue Normal text. New Application will be displayed with Green Bold text.
	If **new Application** is installed using Fabric Application	None of the Checkboxes for both the Old and New Version of the Applications will be enabled.	Older version will be displayed with Blue Normal text. New application will be displayed with Red Bold text.
	If neither old nor new version is installed	None of the Checkboxes for the Older version will be enabled. Only Install Checkbox for New Application will be enabled.	Older version will be displayed with Blue Normal text. New Application will be displayed with Blue Normal text.
	If Incompatible Version is installed	Only Uninstall Checkbox will be enabled	The application will be displayed with Green Bold text

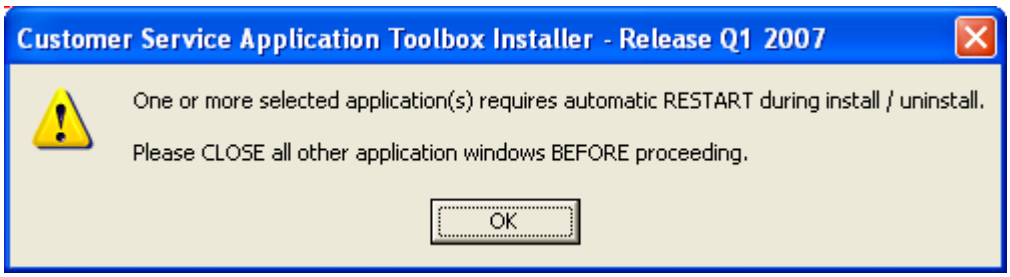
2.4.3.5 Step 5: Installation Sequence


Customer Service Application Toolbox :: Installing / Un-installing Sequence
Customer Service Application Toolbox
Please Review the Following Applications Selected for Installation/Un-installation.
Step
Action
Application Name
1 Uninstall IST 2.0.1.0117
2 Uninstall PMSSec Reader 2.308
3 Uninstall SafeGuard Smartcard Provider 4.21.1
4 Restart (Automatic)
5 Install Hardware Key Driver 5.41
6 Restart (Automatic)
7 Install Security Toolbox 2.2.6
8 Install InCenter Off-Line Viewer 3.7
Customer Service Application Toolbox
< Back
Proceed >
Exit

This screen shows the Installation Sequence, depending on the selection that is done in the previous step. The Installation Sequence shows the step-by-step actions that will be executed.

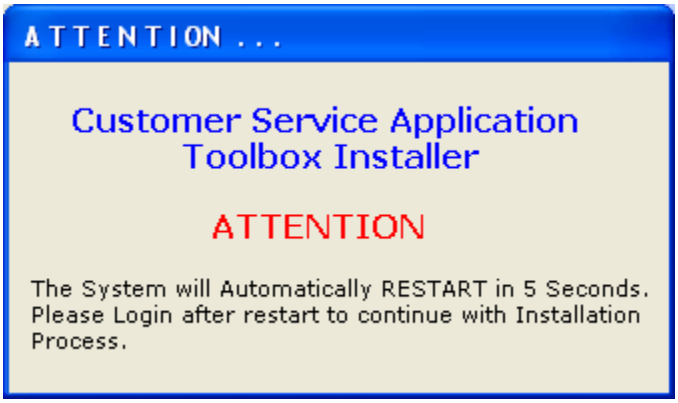
This will also show any Restarts that are required. The user should close all other applications before proceeding.

Click on the *Proceed* button to continue. The following message will be displayed if any of the applications selected for installation requires a Restart.


Customer Service Application Toolbox Installer - Release Q1 2007
One or more selected application(s) requires automatic RESTART during install / uninstall.
Please CLOSE all other application windows BEFORE proceeding.
OK

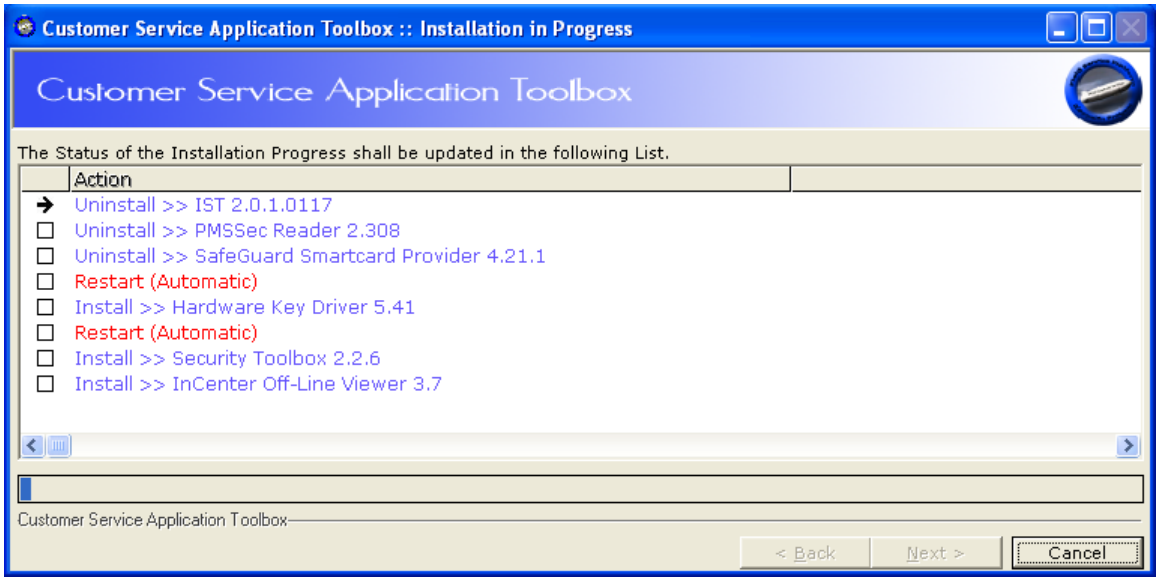
If none of the application requires a Restart then, the above message will not be displayed and directly the installation and uninstallation of the applications start.

After installation or un-installation, if any of the selected applications requires a Restart, the following screen is displayed for 5-10 seconds before restarting.


ATTENTION ...
Customer Service Application Toolbox Installer
ATTENTION
The System will Automatically RESTART in 5 Seconds. Please Login after restart to continue with Installation Process.

After the restart, the following screen is displayed and Toolbox continues with the remaining installation / un-installation. The following window is automatically closed.

2.4.3.6 Step 6: Installation In Progress Screen


Customer Service Application Toolbox :: Installation in Progress
Customer Service Application Toolbox
The Status of the Installation Progress shall be updated in the following List.
Action
Uninstall >> IST 2.0.1.0117
Uninstall >> PMSSec Reader 2.308
Uninstall >> SafeGuard Smartcard Provider 4.21.1
Restart (Automatic)
Install >> Hardware Key Driver 5.41
Restart (Automatic)
Install >> Security Toolbox 2.2.6
Install >> InCenter Off-Line Viewer 3.7
Customer Service Application Toolbox
< Back
Next >
Cancel

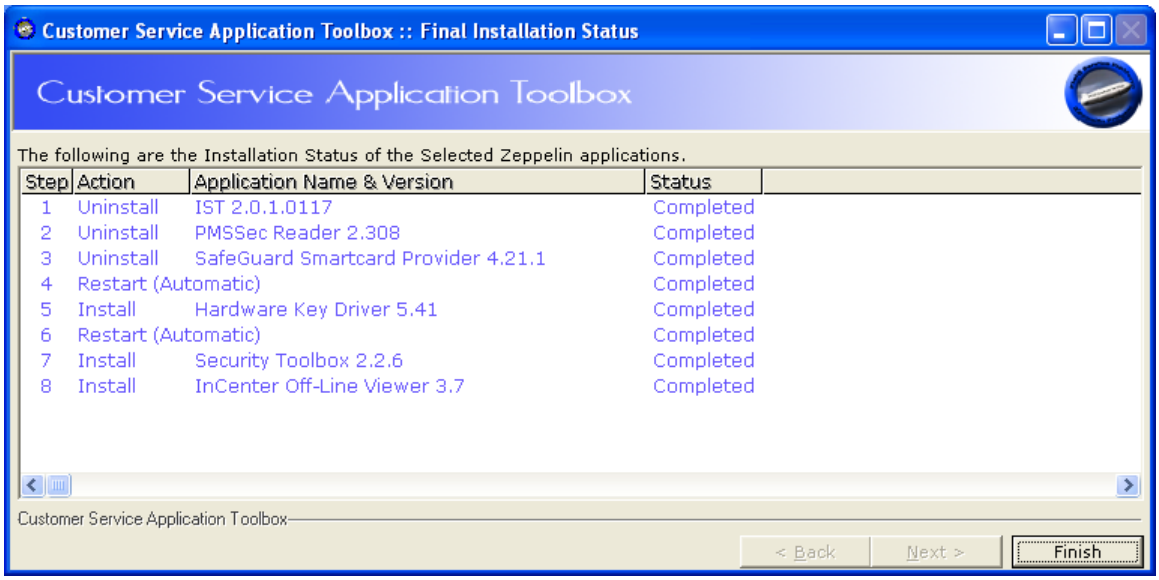
This screen displays the step-by-step progress of the Installations. As the (Un)Installation of application completes, the checkbox next to that application will be checked.

After completing all the application Installations in the selected Sequence, next screen (Final Status Screen) will be automatically displayed.

If the Installation is cancelled in between, the installer will install the current application and stop. It does not continue installing the further applications.

After restart the Toolbox installer starts from the next application in the list.

2.4.3.7 Step 7: Final status Screen

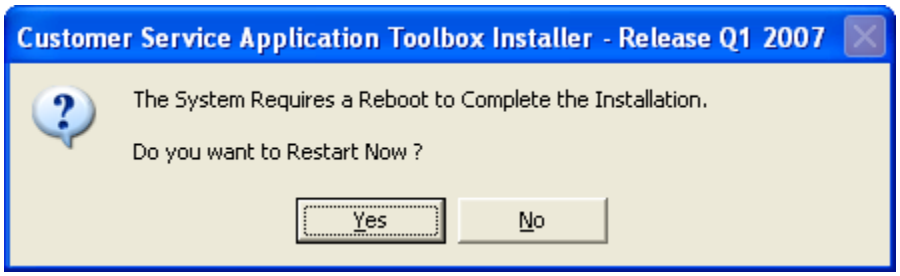

Customer Service Application Toolbox :: Final Installation Status
Customer Service Application Toolbox
The following are the Installation Status of the Selected Zeppelin applications.
Step Action Application Name & Version Status
1 Uninstall IST 2.0.1.0117 Completed
2 Uninstall PMSSec Reader 2.308 Completed
3 Uninstall SafeGuard Smartcard Provider 4.21.1 Completed
4 Restart (Automatic) Completed
5 Install Hardware Key Driver 5.41 Completed
6 Restart (Automatic) Completed
7 Install Security Toolbox 2.2.6 Completed
8 Install InCenter Off-Line Viewer 3.7 Completed
Customer Service Application Toolbox
< Back
Next >
Finish

This screen shows the status after the Installation of all the applications is completed.

If the installer has not found an application's exe for installation, then it will skip the installation of that application and continue with the next one. In such cases the Status for the application will be displayed as Skipped.

If the Installation is cancelled in between, the installer will install the current application and stop. It does not continue installing the further applications. In this case the next application will have a status of 'Cancelled'. The rest of the applications in the sequence will have the Status as 'Aborted'.

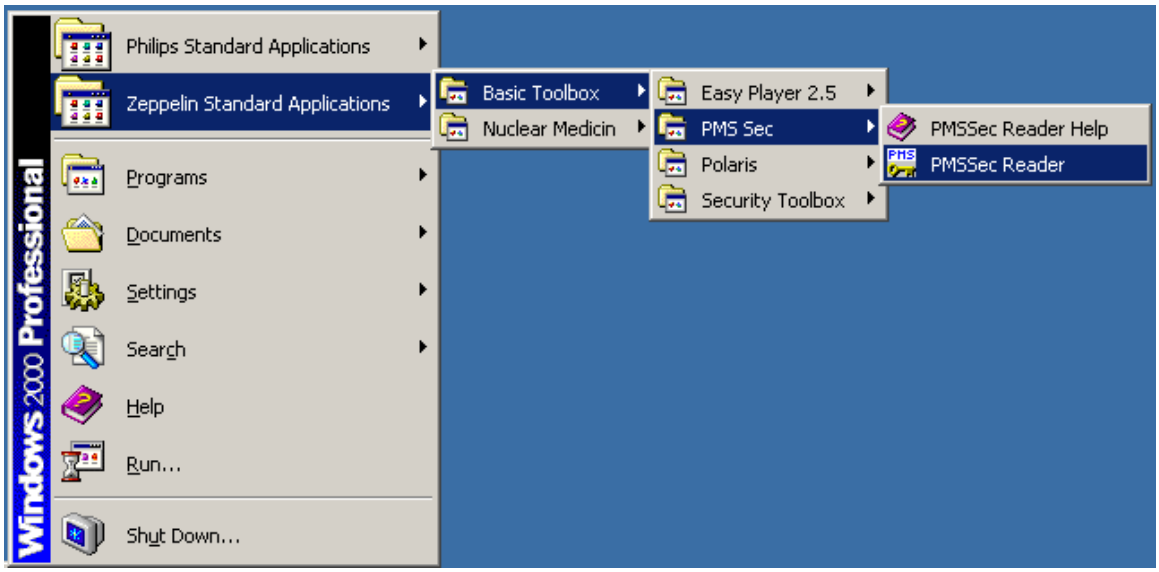
Click on Finish, the following message box will be displayed. If the user confirms the Restart the machine will restart.


Customer Service Application Toolbox Installer - Release Q1 2007
The System Requires a Reboot to Complete the Installation.
Do you want to Restart Now ?
Yes
No

2.3.3.8 Shortcuts for Installed applications

Shortcuts for installing the application will be available in Start -> Zeppelin Standard applications -> <Business Unit> -> Application Name.

For example:
PMSSec is a Zeppelin Basic application. When this application is installed via toolbox, it will be available at Start -> Zeppelin Standard applications -> Basic Toolbox -> PMSSec.



The application shortcuts will be available under Start -> Zeppelin Standard Applications.

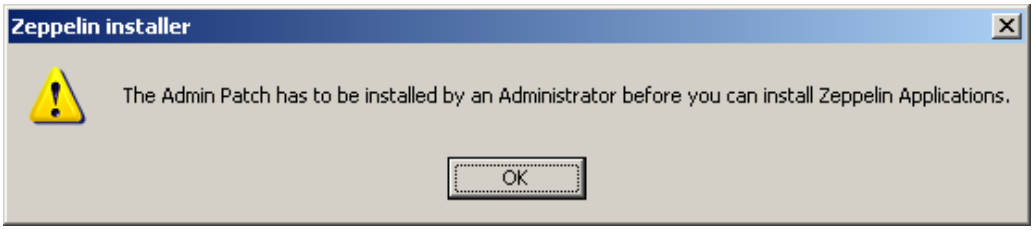
2.4.4 Install Admin Patch

Some of the applications need administrator rights for installation. If the user doesn't have admin rights, the user should contact the administrator to install the admin patch.

On installing the patch a local administrative account will be created that will be used by the Toolbox Installer program. Now the user can log on with an account having only user rights. The toolbox applications will be installed using the admin patch user account.

Only an administrator can install the Admin Patch.

Else the Installer displays the following message before quitting.


Zeppelin installer
The Admin Patch has to be installed by an Administrator before you can install Zeppelin Applications.
OK

If the FSE is the local administrator of his laptop, the ADMIN Patch is not required.

2.4.5 Zeppelin Compliance Test

The user can check the notebook (laptop) for Zeppelin Compliance. This can be done by running "Zeppelin Compliance Test" from the Toolbox Menu. The tool checks the Hardware, OS and the applications for Zeppelin Compliance. At the end it automatically opens the report in the default browser. The report is self-explanatory.

This tool also submits the report to a central database. If the user is not connected to the network, it displays an error message. The user is then requested to send the Zepcom.txt file via mail to gcs.helpdesk@philips.com.

3 Toolbox FAQ

The following Frequently Asked Questions have been compiled to assist the user with common queries faced while using the toolbox.

How do I get help if I encounter problems using the toolbox?
Please send a mail explaining in detail the problems faced while using the toolbox to: gcs.helpdesk@philips.com

- **Should the Toolbox installer be installed?**

✓ Toolbox installer is the one that is going to guide you through the installation process once you insert Toolbox CD. So there is no special installation required.

- **What is fabric application?**

✓ Fabric applications are Zeppelin applications that are installed using its original source or using Customer CD.

- **What is Zeppelin Complies?**

✓ Following are the configurations that Zeppelin complies

Hardware
- DELL Latitude D600, D610 and D620
- The DELL Latitude C610 and DELL Latitude C810 will continue to be supported by Zeppelin until the end of 2005.

OS
- Windows 2000 Professional (Service Pack 4)
- Windows XP Professional (Service Pack 1)

- **“Runtime error 339” in Zeppelin Data collection?**

✓ It seems, one of the system file is missing or not registered properly. To correct this error, please follow the given steps.

1. Search for the file "mscomctl.ocx" in your system (Typically, the file should be located:

   In C:\WINNT\system32 folder - for Windows 2000

   In C:\Windows\system32 folder - for Windows XP)

2. If you cannot find the file, please contact your local IT Department and ask them for this file. (This is an important file for Windows OS)

3. If you can find the file in the above mentioned folder path, please execute the following command in the "**Command Prompt** - **C:\>**" and then try running the ZepCom.exe file again.

   Regsvr32 mscomctl.ocx

- **Should I run IST first in admin mode?**

✓ The IST application must be run as a privileged user(i.e. from Administrator login) at least once. The unprivileged user should select IST to run at Windows Startup:(i.e. IST Control Panel | Tools | Options | Launch IST at Windows Startup).

- **What is the role of Admin Patch in Customer Service Application Toolbox?**

✓ Before the predefined software deployment is used by FSE, the Admin Patch has to

be installed. This patch installs a local administrative account that will be used by the Toolbox Installer program. A user (without admin rights) can log on with his/her own account and install the applications. Only a user with admin rights can install the Administrator Patch.

- **Is it mandatory to install the applications using install.exe and uninstall the applications using uninst.exe?**

✓ If you are using the msi file for installation of the application then some of the features may not get installed, which will create problems while running the applications. Also for uninstallation, the uninst.exe must used. If you are using Windows Add/Remove programs for uninstallation then the application may not uninstall completely. Hence always use install.exe and uninst.exe

- **What is the correct way of installing scripted PMSSec application if fabric application was installed earlier?**

✓ Steps for installing PMSSec:

1. Remove the PMSSec dongle
2. Uninstall the applications from add remove program in the following sequence:
   - Security Toolbox
   - PMSSec
   - Cardman API / SGSCP (SafeGuard Smart Card Provider)
   - Cardman USB (restart the laptop)
3. Install the downloaded applications in the following order
   - Cardman USB (restart the laptop)
   - SGSCP (SafeGuard Smart Card Provider) earlier Cardman API
   - PMSSec
   - Security Toolbox
4. Now if you still have issues, run these two commands:
   - Regsvr32 %windir%\system32\scardssp.dll
   - Scardsvr reinstall

and restart the machine.

If you still face any issues, please refer to the knowledge base (Zeppelin website http://pww.zeppelin.philips.com -> Support -> Knowledge Base) to get quick resolutions.

- **How do I get scripted SafeGuard Smartcard Provider 4.21.1 installed properly?**

✓ Before installing the SafeGuard Smartcard Provider 4.21.1, you have to install Cardman USB 6020. Uninstall SafeGuard Smartcard Provider 4.21.1 from the uninst.exe(if Cardman USB is not installed), install Cardman USB 6020 v 3.7.3.12. Restart the system and then proceed with the installation of SafeGuard Smartcard Provider 4.21.1.

- **Using toolbox installer, if I reach step 3 and uninstall some Fabric Applications do I need to Rescan?**

✓ YES. If you are already in **Step 3 (**Original (Fabric/ Non-Scripted) Applications Installed) and now you are uninstalling the Fabric Application, then you need go back to the Rescanning Step (**Step2**). This will again detect for the Fabric Applications installed and displays the latest status. After the uninstallation of the Fabric Application, if the machine is not rescanned then the latest status will not be updated in subsequent steps.

- **Dell D600 / D610 laptop is not recognizing the Dongle / Smart Card.**

✓ The D600 / D610 has a built in SmartCard Reader. When installing the CardMan API/Safeguard Smartcard Provider, it automatically takes that one as the default.

Click on "Control Panel""
Select CardMan API/Safeguard Smartcard Provider

The following information will be displayed:

List of available SmartCard readers :
- O2 Micro PCMCIA Reader 0 ID A
- Omnikey CardMan 6020 0

Perform the following operations:
- Place the cursor on O2 Micro PCMCIA Reader 0 and click on Delete
- Then, place the cursor on Omnikey CardMan 6020 0 and click on Assign.
- Now assign CardMan reader ID A

❑ **All existing applications will be deleted if we use this Toolbox CD.**

✓ This is not true. Zeppelin Program is to standardize the PC platform and the applications are scripted to install in a standard way. If non-Zeppelin standard apps are installed in the machine, the Customer Service Application Toolbox will not allow you to install such applications. So only after you uninstall these apps, you can install the applications.

❑ **Error "Cannot find a Security Device" / "Non-Existing service ScarSvr" / "Can't file scardssp" after installing new security application**.

✓ After upgrading / re-installing any of the following apps (Carman USB, SafeGuard Smart Card Provider, PMSSec Reader, Security Toolbox), if security application is not coming up run the following from command prompt:

Regsvr32 %windir%\system32\scardssp.dll
Scardsvr reinstall

Reboot the system.

Please Note: This is true only for Smartcard based/USB dongle and not for old blue/grey parallel port dongle. The old parallel port dongles have HW Key # less than 18000. The command prompt will work only for HW Key # 18000 and above.

❑ **PMSSec 2.307 or higher**

✓ PMSSec must be started the first time as a local administrator to create customizations to some specific files. After that, PMSSec can be used as a normal user.

❑ **SafeGuard Smartcard Provider 4.21.1**

✓ Before installing the SafeGuard Smartcard Provider 4.21.1, you have to install Cardman USB 6020 v3.7.3.12.

❑ **Uninstalling Hardware Key Driver.**

✓ Go to Start Menu / Settings/ ControlPanel/AddRemove Programs. This application will be listed in the Add/Remove Programs screen as "**Sentinel System Driver**". To remove this application click on remove button against "Sentinel System Driver".

□ **Laptop restarts as soon as PMSSec is used. PMSSec is installed on a FAT32 partition.**

✓ This is a known issue. PMSSec should be installed on NTFS partition. As the CODE

doesn't support FAT32 partition, it is recommended not to have a FAT32 partition.

- **After uninstallation of Hardware Key Driver 5.41 (fabric application) and then installation of "Hardware Key Driver 5.41" using the Customer Service Application Toolbox CD, the installation did not succeed.**

✓ Root Cause of the problem is:
The uninstallation of the Fabric application Hardware Key Driver 5.41, does not remove all the files which it has created. It leaves a folder "C:\WinNT\System32\RNBOSENT" with a file "SETUPX86.exe".
The workaround for the problem is as follows :
On a machine on which the Fabric Application of Hardware Key Driver 5.41 is installed :
step 1 - Uninstall the application using the Add/Remove Programs.
step 2 - Delete the folder c:\winNT\System32\RNBOSENT
step 3 - Restart the laptop.
step 4 - Install the new scripted Hardware Key Driver 5.41 using the Customer Service Application Toolbox.
step 5 – Restart the laptop. The application should get installed properly now.

- **What do I do when I get the following message while running toolbox?**

Microsoft Office 2000 SR-1 Premium
Error 1706. No valid source could be found for product Microsoft Office 2000 SR-1 Premium. The Windows installer cannot continue.
OK

✓ This happens when either of the two system Components (MSHFLXGD.OCX and MSCOMCTL.OCX) is not registered properly. Normally MS Office registers those files automatically. If MS Office fails to repair those files, kindly follow the below mentioned steps.

i. Open any MS Office application (Say, MS Word) and close it
ii. Take the Zeppelin CD out of the drive and insert it. So, that Auto-run happens
iii. Now, MS Office will automatically repair the files

If the Components are still not registered, kindly send us the error screenshot of the problem to Gcs.helpdesk@philips.com

- **When I go to start the PMSSec reader it says the driver is the wrong version:" wanted 117, found 0"?**

✓ This problem occurs when two Versions of PMSSec (both Original Version and Scripted Version) is installed on a machine. Workaround for this problem is as follows,

i. Goto "Add/Remove Programs"
ii. Try to find out "PMSSec Reader" entry from the "Currently installed

program" list.

iii. You are expected to find two entries with the same name "PMSSec Reader". If you find the entries, please goto Step 4. Else (if you did not find two entries) e-mail your problem to Gcs.helpdesk@philips.com

iv. If you find two entries, Un-install both the applications and restart the machine

v. After restarting, install the latest Version of PMSSec (generally found in Zeppelin website and in latest Customer Service Application Toolbox)

Now, try running the PMSSec.

- **From where can I install Admin Patch?**

✓ It is available in Zeppelin website (http://pww.zeppelin.philips.com/zeppelin/user/Tools.asp) or also in Customer Service Application toolbox.

Please note that, you need Administrative Privileges to run the Admin Patch.

- **Toolbox hangs up when login with different User ID?**

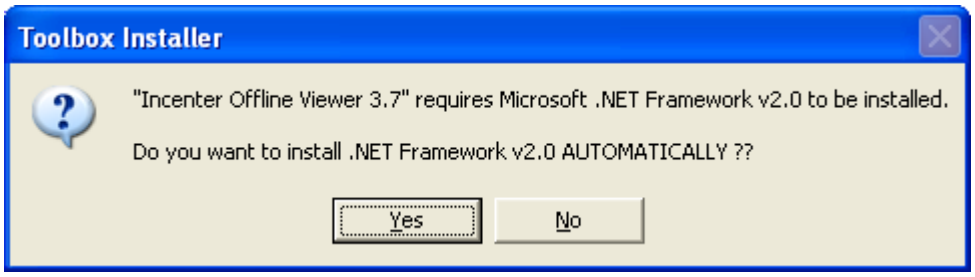
✓ For some applications (say, SafeGuard Smartcard Provider 4.21.1) Toolbox generally requires a RESTART to proceed the installation/Un-installation. So, After Restart Please login with the same User ID and password.

For example:

Consider yourself is running Toolbox in **"XYZ"** login and installing an application that requires Restart. After restart, you are required to login with the same account ("**XYZ**" login) until you get the final toolbox screen.

- **Incenter Offline Viewer 3.7 Required .Net Framework 2.0 and windows Installer3.0 or above to be installed in the system.**

✓ InCenter Offline Viewer 3.7 included in the Toolbox requires .NET Framework 2.0 (and WindowsInstaller3.0 or above) to be installed as a prerequisite. If this application is selected and the .NET Framework 2.0 is not already installed, the following prompt is displayed.


Toolbox Installer
"Incenter Offline Viewer 3.7" requires Microsoft .NET Framework v2.0 to be installed.
Do you want to install .NET Framework v2.0 AUTOMATICALLY ??
Yes
No

Selecting "Yes" shall allow the Toolbox to proceed with installing .NET Framework automatically into the local system. Otherwise, the user has to choose "No" and uncheck these applications to proceed further.

If you are using Toolbox, it will install all the applications in C drive. Please ensure that your C drive partition type is NTFS.

For further details on toolbox and Zeppelin applications visit our FAQ section in Zeppelin website (http://pww.zeppelin.philips.com/zeppelin/user/ ->Support -> Knowledge Base)

Last line of document